

## Becoming a City of Knoxville Vendor

**To become a City of Knoxville vendor, you must create a Self-Service Account. Having a Self-Service Account will enable you to receive bid information via email.**

Email notifications will be based on the Products and Services that you register in your Self-Service Account.

Other benefits of having a Self-Service Account: you can keep your contact information updated, as well as the products and services you provide. You also will be able to view the status of your purchase orders, invoices, and payments.

You must establish a Vendor Self-Service Account in order to benefit from this new service.

**Establishing your Self-Service Account is a two-step process. To get your email bid notifications, you must complete Step Two.**

### Step One - Set Up Your Account

1. Go to [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) and click on the link that says, "[Vendor Accounts.](#)"
2. Select "[Click here to access the Vendor Self-Service Portal.](#)"
3. Select "[Need to set up your account? Click here for instructions.](#) "
4. Select "[Become a City of Knoxville Vendor.](#)" Fill in the requested information and click the "Register" button. **IMPORTANT:** Note that you cannot be approved as a vendor until we have received a copy of your W9 (you'll see further information at the bottom of the webpage). Once we have your W9, you will be emailed a temporary password.

Once you receive your temporary password, proceed to Step Two.

### Step Two – Update your Information

1. Go back to [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) and click on the link that says, "[Vendor Accounts.](#)"
2. Select "[Click here to access the Vendor Self-Service Portal.](#)"
3. Select "[Already have a self-service account? Log in here.](#)"
4. Log in with your temporary password and create a new password.
5. Review all information to make sure it is correct. ***Make sure your email address is correct, as well as your checked products and services.*** If these are not up to date, you may not receive automated email notifications.

You will quickly see the benefits of establishing and maintaining your Self-Service Account. Remember to update your account if contact information changes or you add products and/or services. If you have questions about how to set up your account, please feel free to phone us at 865-215-2070.

City of Knoxville Purchasing Division